


Public Transit Bus Operator Careers

**We provide CDL training for our full-time Bus Operator positions.
Please read the following information to learn more.**

Qualified women and minorities are strongly encouraged to apply for our open positions.

Springfield Area Transit Company (SATCo) and Valley Area Transit Company (VATCo) provide fixed route Bus Service (7 days/week, 363 days/year) for the Pioneer Valley Transit Authority  within the Greater Springfield and Northampton Areas and are hiring Full Time Bus Operators.

We appreciate your interest in working with us and exploring this exciting career opportunity. Please also be sure to read the *General Information About the Job* thoroughly prior to submitting your resume or online application. If you do not have a CDL, we provide CDL Training, Passenger Endorsement Add-on Training and Airbrake Training. Review the information below to see what's right for you.

General Information About the Job

Position Summary: The Bus Operator's primary responsibilities are to safely and efficiently operate his or her assigned Bus on a specified route in accordance with the time schedule allotted for that route; transport passengers over specified routes to local or distant points according to time schedules; act as a "front-line" Customer Service Representative for the Company using sound judgment, communication skills, and professional knowledge to assist customers with information, resolve problems and conflicts where possible, and assure passenger safety; promptly and accurately complete all required associated reports and forms on a daily basis. Must be able to thoroughly learn and understand routes and transfer points, required fare structure, and knowledge of Bus Operation, as well as meet all legal requirements for Commercial Driving and License Regulations. Must possess excellent Customer Service Skills. Must be able to meet the physical demands of this position.

Work Days and Hours: All Bus Operator positions are full-time (guaranteed 40 hours per week). Our hours of operation are 4:20 a.m. – 12:00 a.m. (M-F) and work schedules will vary and depend on the quarterly bidding process. The job bidding process is based on seniority. Once Training is completed, your schedule is determined by the quarterly bidding process, at which time approximately 185 Bus Operators bid their jobs based on seniority.

Bus Operator Training Program Schedule: Following successful completion of the CDL Training, you will begin a 6-8 week Bus Operator Training Program. The Training Schedule for this program normally occurs on a Tuesday – Saturday schedule (8:30 a.m. – 4:30 p.m.). Depending on the Training topics/needs for any given week, the Training Schedule may be held on a Monday – Friday schedule. Trainees are notified of schedule variations the week prior to the change.

Hourly pay rate during the *Bus Operator Training Program* is \$22.68. Please refer to the training pay for CDL training below.

Training Dress Code: The Training Dress Code for the Company's internal Bus Operator Training program includes a medium blue, long sleeved, button down, collared shirt, navy blue tie, dark blue khaki

pants (with belt) and black closed-toed, non-slip shoes. Trainees are responsible for supplying their own clothing during the Training and Probationary Periods. A Uniform Allowance is available after successful completion of the Probationary Period.

Bus Operator Pay Rate/Benefits: Full Time Bus Operators will earn \$22.68 per hour. The hourly rate increases to the top operator rate over a 5-year period. An initial 90-day Probationary Period applies after all training is completed. Completing the Probationary Period is required in order to be eligible for the competitive Benefits Package which includes Health, Dental, and Life Insurance, Short-Term Disability, Paid Time Off, Pension, and 401(k). Health and Dental benefits are available 90-days from date of hire.

Union Status: Following the 90-day Probationary Period, the Bus Operator is required to become a Bargaining Unit Employee and pay related Union Dues.

CDL Training

To be a Public Transit Bus Operator, you must have a current Massachusetts Commercial Driver's License (CDL) Class B (or A) with Passenger ("P") Endorsement on your License, and no Airbrake Restriction. If you already hold a CDL Class B license with a Passenger Endorsement and no Airbrake Restriction, please submit your cover letter and resume for immediate consideration. If you do not and would like to be considered for our CDL Training Program, please review the information below.

CDL Training Program: If you are serious about starting your new career with us, we will provide CDL Training for full-time Bus Operators for our Springfield and Northampton facilities. First and foremost, you must love working with people, have a safe driving record and have a flexible schedule. If so, we will provide training to qualified candidates if you:

1. Have a Class D License (and have had it for at least one year), and meet the requirements of obtaining a Commercial Learner's Permit (CLP); or
2. Have a CDL A or B and need to add the Passenger Endorsement and/or need to have an Airbrake Restriction removed.

Please note that we do not provide training to obtain a CDL *Class A* license. However, if you already have a CDL Class A, we do provide the training necessary to obtain the Passenger Endorsement on your license.

CDL Training Program Schedule: CDL Training normally occurs on a Tuesday – Saturday schedule (8:30 a.m. – 4:30 p.m.) for approximately 2 weeks.

Qualified candidates who are selected for this training program must be at least 21 years of age, have had a valid driver's license for at least one year and have a safe driving history.

CDL Training is paid at \$18.15 per hour. The hourly pay rate increases to \$22.68 once you obtain the required license and appropriate endorsements and begin the Bus Operator Training Program.

IMPORTANT NOTE: If you currently have a Class D license or have a CDL Class B license with no Passenger Endorsement, you will need to obtain your CDL Class B Learner's Permit with Passenger Endorsement and Airbrake. This step will be discussed further with you during the initial interview. However, it is to your advantage to review the section below titled *Obtaining a Commercial Learner's Permit (CLP)* so that you will have a better understanding of what to expect.

If you are selected for one of our positions, here is what you need to know.

- Upon hire, you will need to complete a DOT physical and drug screen. You will need the resulting DOT medical card and a negative drug screen result.
- Once you obtain your medical card and CLP you will be eligible for enrollment into the
- Company's CDL Training Program.
- Upon successfully completing your CDL Training Program and subsequent road test with the State Trooper, you will go to the RMV to convert your current license to the Commercial Driver's License with Passenger Endorsement and no Airbrake Restriction.
- Once this is completed, you will be able to begin your initial SATCo Bus Operator Training Program. This program is held Tuesday – Saturday (8 am. – 4p.m.) for approximately six (6) to eight (8) weeks. The 90-day probationary period begins when all training is successfully completed.

All CDL training time is paid at \$18.15 per hour. The cost of CDL training itself (including up to two (2) Road Tests) is also paid by the Company.

Obtaining a Commercial Learner's Permit (CLP)

To obtain a Commercial Learner's Permit (CLP), the Massachusetts Department of Transportation's Registry of Motor Vehicles requires you to:

1. Have a Class D License;
2. Have proof of lawful presence (link: https://www.mass.gov/doc/acceptable-forms-of-identification/download?_ga=2.142652725.121551727.1638221741-1510841984.1638221741);
3. Have a valid social security number;
4. Be a resident of Massachusetts;
5. Not hold a driver's license in any other state;
6. Be clear of outstanding obligations to any state (Should log in to the RMV site to make sure you do not owe any money);
7. Meet the minimum commercial driver's license medical standard (Med Card); and
8. Pass the CLP exams:
 - The CLP exams bus operators need to take are general knowledge, air brakes endorsement, and passenger endorsement. There will be a \$50 fee for the permit exams; \$30 for the general knowledge, \$10 for each endorsement. You will be responsible for paying all fees associated with the CLP Process (currently \$50, subject to change per RMV).
 - To pass the general knowledge you need to get 40 out of 50 multiple choice questions correct in 60 minutes.
 - To pass the airbrakes endorsement you need to get 20 out of 25 multiple choice questions correct in 25 minutes.
 - To pass the passenger endorsement you need to get 16 out of 20 multiple choice questions correct in 20 minutes.
 - The passenger endorsement will appear on your permit, but the air brakes endorsement will not when both tests are passed.

These exams may all be taken at the same RMV appointment. If you do not pass one of them, you may retake that exam immediately or make a new appointment with the RMV. You will need to pay the associated fee for each exam that is retaken.

Once your permit is obtained, you will be eligible to participate in the appropriate training on a passenger

vehicle (e.g., a public transit bus).

To prepare for the CLP test, you should refer to the manual at:

<https://www.mass.gov/doc/cdl-manual/download>. You will have to study sections 1, 2, 3, 4, 5, 11, 12, and 13.

You should be sure to make an appointment at <https://atlas-myrmv.massdot.state.ma.us/myrmv/> for their permit exam.

The CLP expires 180 days from the date of issue.

Specific questions about this permit process should be directed to your local Registry of Motor Vehicle Office.

Medical Requirements

Public Transit Bus Operators must meet the DOT Medical Requirements for Commercial Licensing and are required to obtain and maintain a current DOT Medical Card at all times. All Job Offers are made contingent upon meeting the DOT Medical Requirements of the job and obtaining a DOT Medical Card.

To Be Considered for a Public Transit Bus Operator Position

In order to determine the program that is right for you, please specify what type of driver's license you hold and whether or not you have a Passenger Endorsement. Once we receive your resume, a Company representative may contact you to obtain additional information. Please be sure to include a current phone number on your resume.

If you are selected for an Interview, SATCo's Office of Human Resources will notify you to schedule a time for an initial phone interview.

If you are selected for an in-person interview, please be aware of the following:

1. You will be asked to bring your current license, CDL Permit (if you already have it) and current driving record to the Interview, including driving records from any state in which you lived in the past 7 years. Driving records must reflect a safe driving history, especially within the most recent 7 years.

Helpful Tip: If you resided outside the State of Massachusetts, it is advisable to obtain your Out-of-State Driving Records prior to being selected for an Interview, since it can often take significant time to do so. Doing so will expedite RMV verification process if you are selected for an Interview. Driving Records from outside the State of Massachusetts can be dated more than 30-days from the Interview date, as long as the date covers all of the time in which you resided in that State.

2. Based on DOT Regulatory Requirements, all Commercial Driving positions you previously held within the past two years will be subject to verification of your Drug and Alcohol Testing Records.
3. All Work History within the past 7 years, especially Commercial Driving positions, must be verifiable in order to be considered for a Bus Operator position.

4. Your post-offer Criminal Background Check (CORI) must not reveal any disqualifying criminal history.
5. Candidates who are offered a position must pass a Pre-Employment DOT Physical and Drug Screen. We will schedule this appointment for you at our designated Medical Provider. We will also assist you with self-certifying your new medical card if you prefer.
6. Successful completion of the *Bus Operator Training Program* is required of all Bus Operators. Current Training occurs Tuesday – Saturday, from 8:00am – 4:00pm and occasionally occurs on a Monday- Friday schedule based on training topics and other factors. Therefore, some schedule flexibility is required during the initial Training Period.
7. Schedule flexibility: Upon completing the Bus Operator Training Program, your specific workdays and hours are based on the bidding process. Quarterly bidding occurs based on seniority. Therefore, no guarantee of any specific days or hours off can be made for any reason.
8. Upon hire, the company will assist you with obtaining your DPU card if you do not already have one.

Submitting Your Resume

If you would like to be considered, please read the detailed job description and the information below prior to submitting your cover letter and resume.

You can submit by **uploading** them via this website, or by mailing to: SATCo Human Resources, 665 Cottage Street, Springfield, MA 01104.

The upload process will work on all major browsers such as *Internet Explorer, Firefox, Opera, Chrome and Safari*. Simply click the “Continue” button on the previous page to begin the uploading process.

All resume submissions and online applications are acknowledged within 5-7 business days from receipt.

If you have questions about our Bus Operator career opportunities or our CDL Training Program, please call our job line at (413) 266-3838.